

FIG. 2

09685717.062001

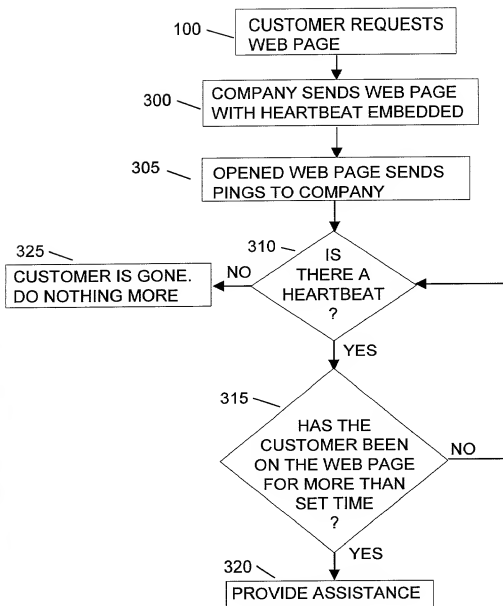


FIG. 3

CUSTOMER REQUESTS WEB PAGE

WEB FORM IS SENT TO THE CUSTOMER

RETURN FORM TO
CUSTOMER WITH
ERRORS FLAGGED

CUSTOMER COMPLETES
AND THEN SUBMITS FORM

IS THE
ERROR SUCH THAT
ASSISTANCE SHOULD
BE PROVIDED?

YES

430 NOTIFY SERVER AND
PROVIDE ASSISTANCE

IS THE
FORM
COMPLETED
CORRECTLY
?

415 \n ↓
DO NOT PROVIDE ASSISTANCE

FIG. 4

096573-930543

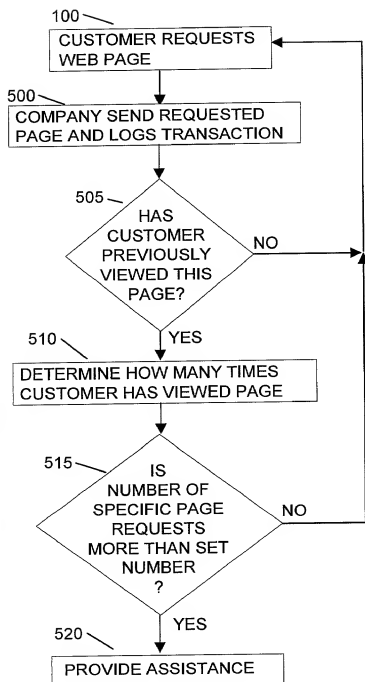


FIG. 5

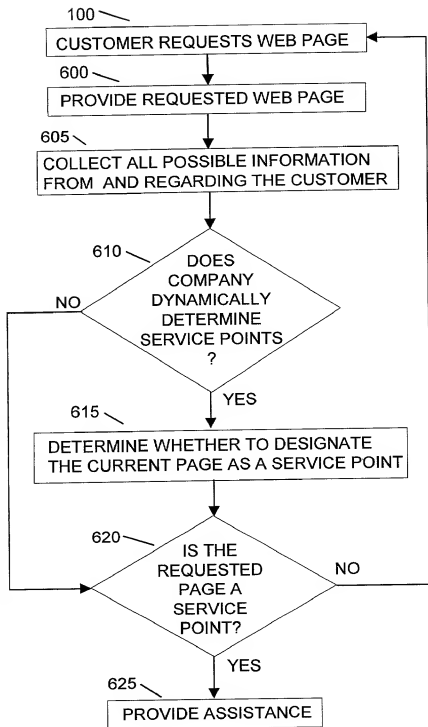


FIG. 6

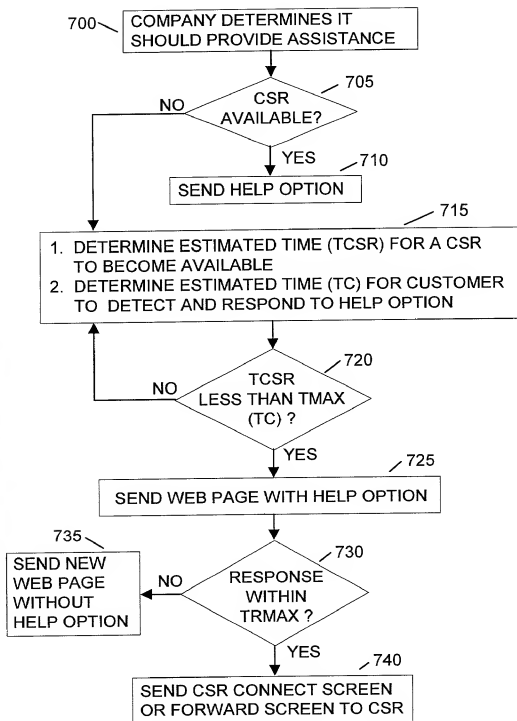


FIG. 7

1. PRESENT WEB PAGE WITH HELP OPTION
2. GATHER STATISTICS ON PERCENTAGE OR NUMBER OF HELP OPTIONS RESPONDED TO AND WHEN
3. GATHER STATISTICS ON CSR ASSISTANCE TIME

800

RECEIVE REQUEST FOR SELECTED WEB PAGE

805

810

1. DETERMINE NUMBER OF OUTSTANDING HELP OPTIONS
2. ESTIMATE MINIMUM NUMBER OF CSRs NEEDED WITHIN TIME TH
3. ESTIMATE NUMBER OF CSRs TO BE AVAILABLE WITHIN TIME TH

815
AVAILABLE
CSRs GREATER
THAN MINIMUM
CSRs ?

NO

YES

820
SEND WEB PAGE
WITHOUT HELP
OPTION

825
SEND WEB PAGE WITH
HELP OPTION

735

SEND NEW WEB PAGE
WITHOUT HELP OPTION

730

RESPONSE
WITHIN
TRMAX ?

NO

YES

740

SEND CSR CONNECT SCREEN OR
FORWARD SCREEN TO CSR

FIG. 8